Seraphine Kapsandoy-Jones, PhD, RN

University of Utah
(Doctor of Philosophy)

University of Utah
(Bachelor of Science-Registered Nurse)

Mississippi University for Woman
(Associate of Science-Registered Nurse)

Chief Clinical Information Officer

Equity Steering Committee Inaugural Chair

Regional Clinical Informatics Director

Cardiovascular Clinical Program Manager

Senior Information Analyst/Project Manager
Informatics Department

University of Utah
Associate Professor

Woman's World Health Initiative
Board of Directors

Multiple Sclerosis Society Idaho-
Nevada-Utah Board of Trustees

Intermountain®
Healthcare Delivery Institute
Advanced Training Program

Intermountain Healthcare Scope & Stewardship

25*Hospitals
*One Virtual Hospital

6 States, plus Alaska
525,000+ Virtual Interactions

225
Physician Clinics

42,000
Caregivers

900,000
SelectHealth Members

$225M
Charity Care

50% of Utahns
Receive Services Annually

10,000+ Enrolled in Student Placement Programs Annually

$2.7B Annual
Supply Chain Spend

Intermountain®
Healthcare Delivery Institute
Advanced Training Program

# Care Transformation Information Systems

Clinical Informatics and Customer Experience Key Functions

Business Solution Consulting	Design & Development, System Integration	Application Support	Risk Management	Data Management, Data Analytics & Visualizations	Content Management
• Gap/Current-State Analysis • Defining Requirements and Scope • Defining roadmap • Workflow analysis • Workflow Design • Research • Informatics • Interoperability	• Design of a solution • Build and Validation: e.g., orders, CDS rules • Implementation of vended solutions • Clinical Decision Support	• Break/fixes • Adoption and Support • Training (and Mastery) • Performance Tuning	• Monitoring: e.g., safety, alerts, billing	• Clinical informatics data driven improvement • Operations Reports – partnership with operations, data analytics, and data infrastructure	• Knowledge Management

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Putting Technology Solutions into Context

Prioritize projects
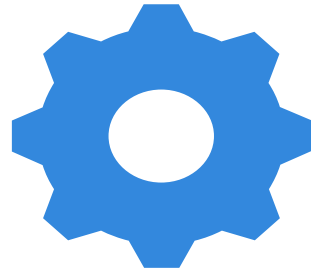
Understand process & problems to be solved

Address process and people issues

Consider technology solutions
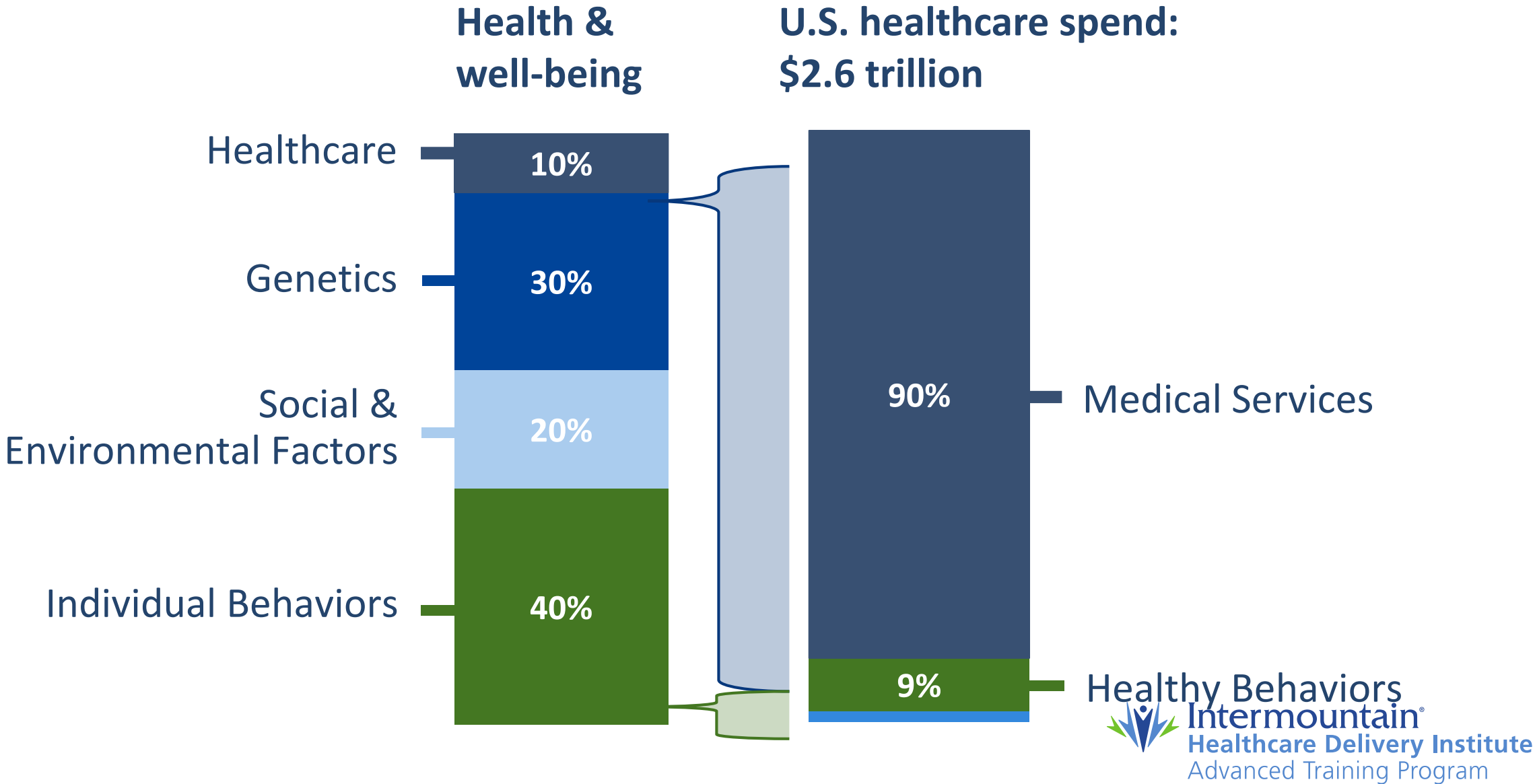
Barriers and Opportunities

Value Based Reimbursement

- Models that include community heath workers and other roles focused on social needs
- Services rendered from community-based organizations
- Coding and provider reimbursement for clinical social care

Interoperability & Regulations

- Interoperability to share social and insurance data in real time
- Flexibility within STARK, patient inducement, and member recruitment regulations that impede social care assistance
- HIPAA requirements for social care referrals on patient's behalf
- National master person identifier

Funding & Rewards

- Rural communities addressing resource gaps (housing, transportation)
- Waivers that support innovation and best practices for social care
- Funding for costly technology that supports social care coordination
- Value based social care reimbursement models for providers, states, health plans, or a combination of these organizations